

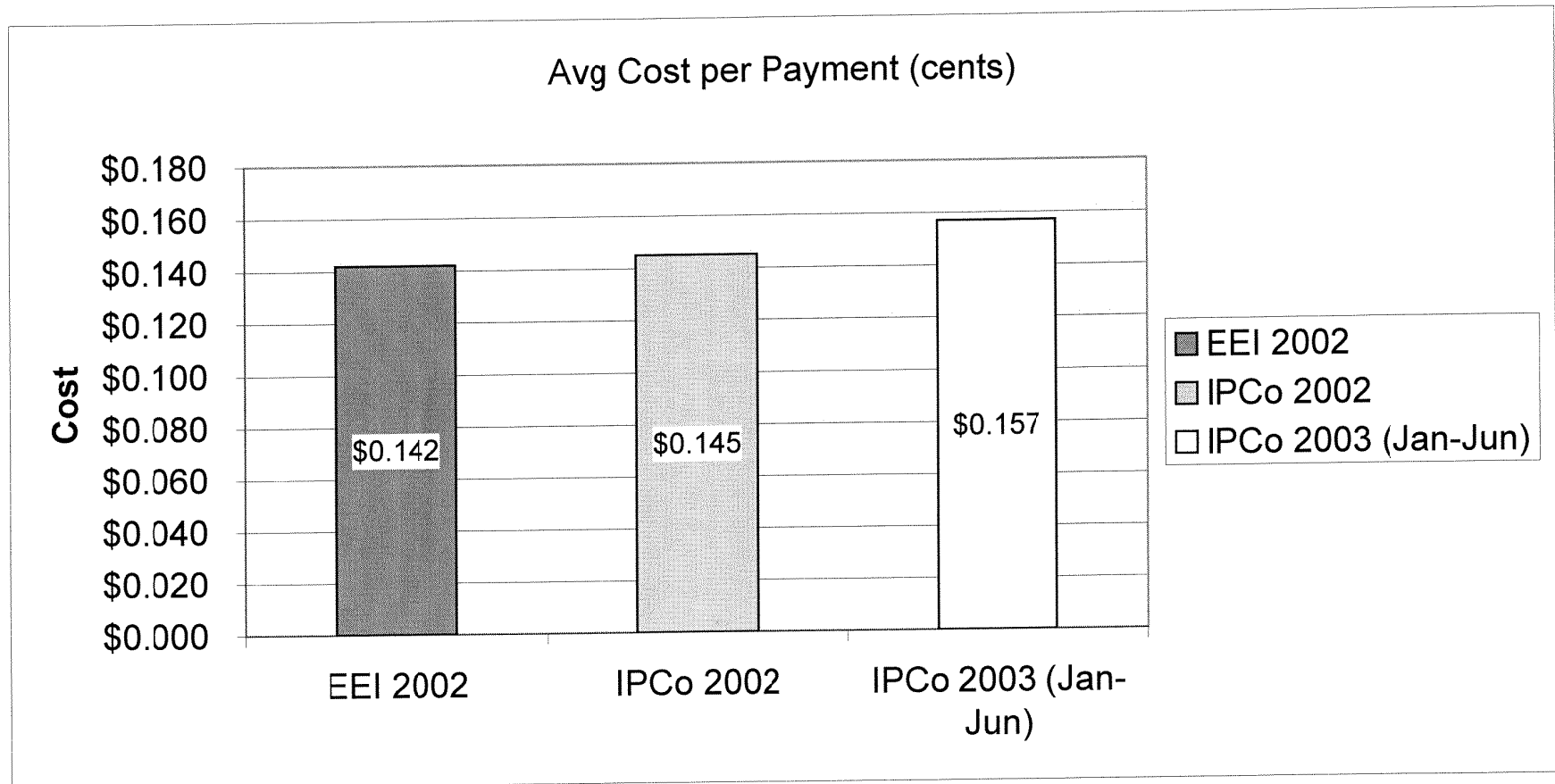
BEFORE THE

IDAHO PUBLIC UTILITIES COMMISSION

CASE NO. IPC-E-03-13

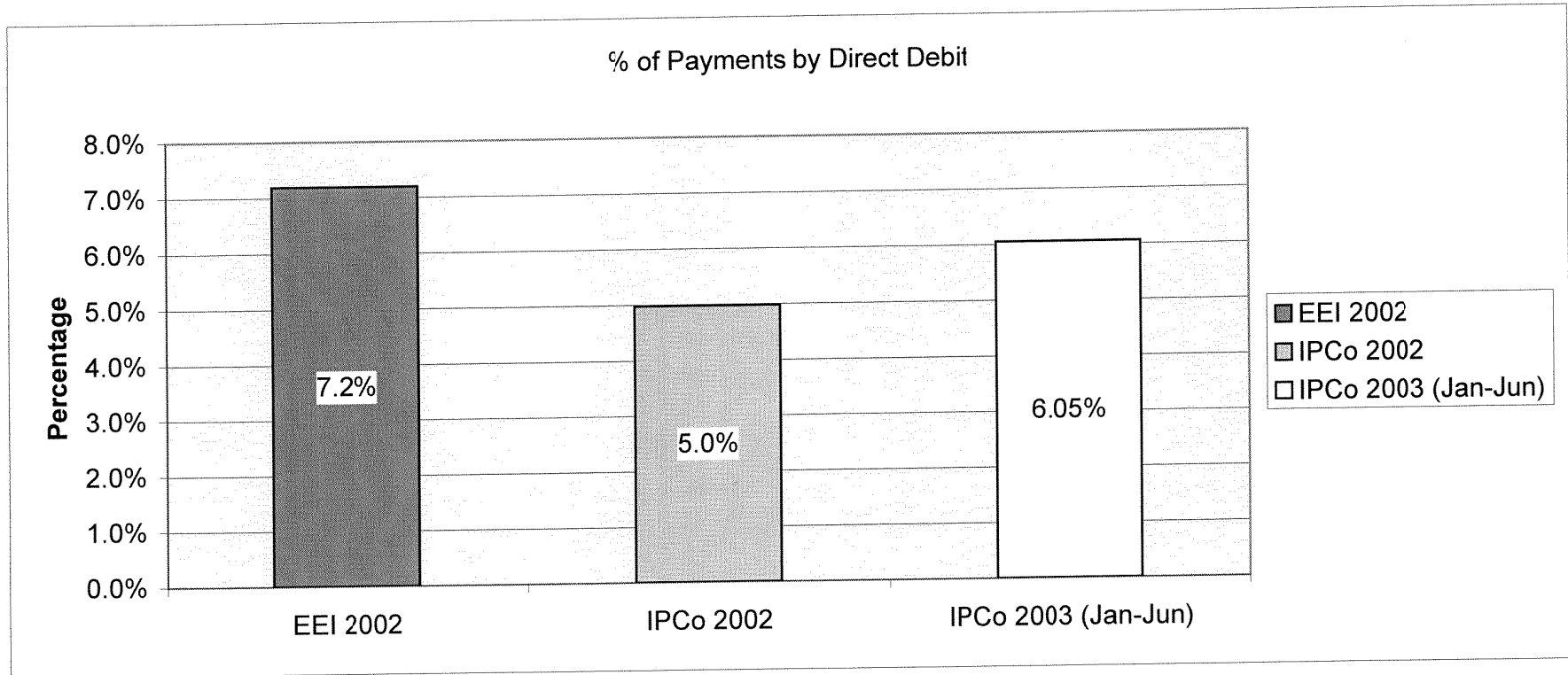
IDAHO POWER COMPANY

FULLEN WORKPAPERS



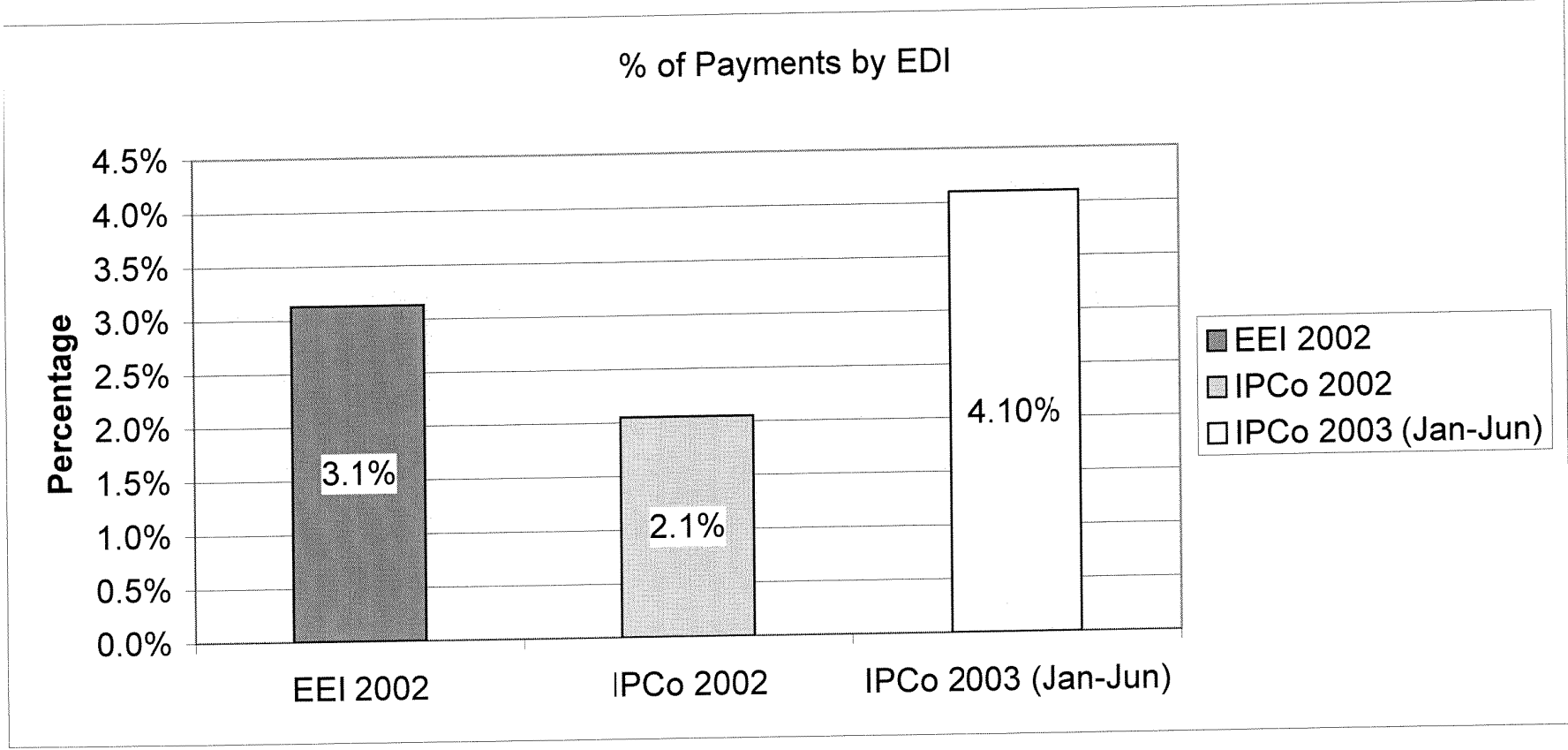
Average cost per payment:

The O&M costs associated to process mailed-in and drop-box payments. Year-to-date in 2003 costs are higher due to higher pay station volume.



Percentage of payments by Direct Debit:

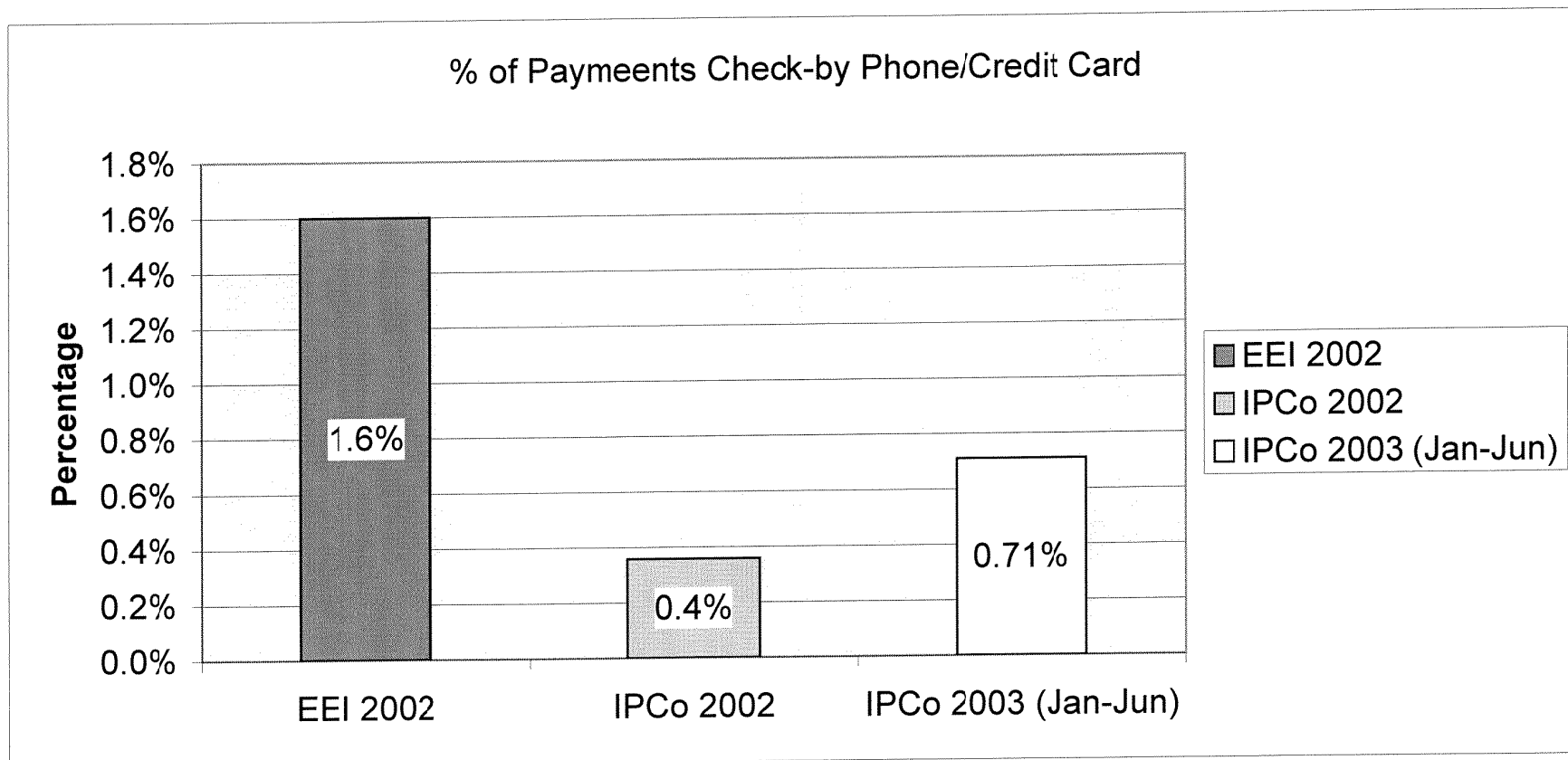
This graph depicts the percentage of payments that are processed using our "Preferred Pay" option. Customers enroll in this program to have their payment automatically debited from their checking or savings account. This is a very popular payment option. Idaho Power Company promotes this payment option on a regular basis.



Percentage of payments by EDI:

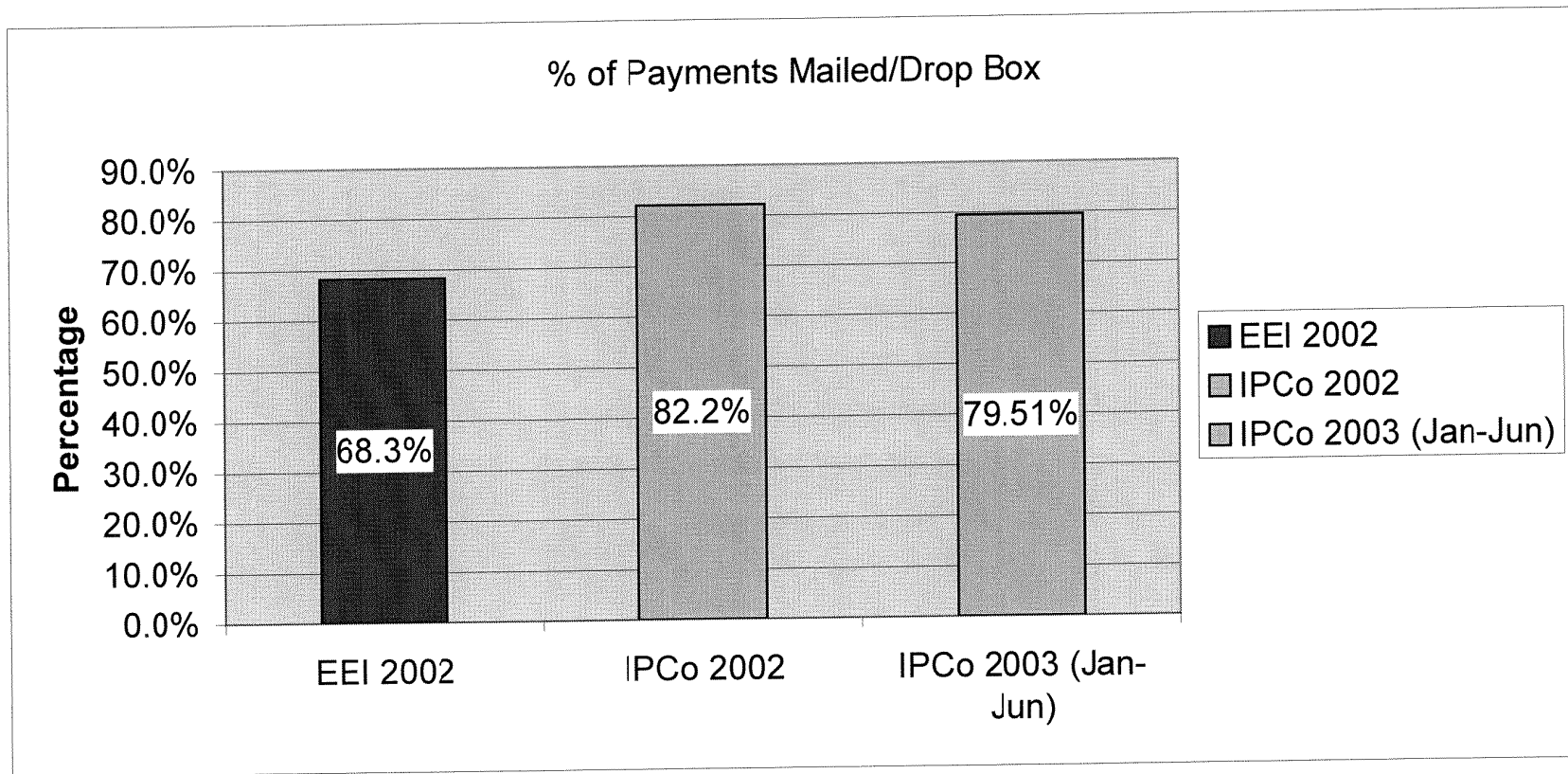
This graph depicts the percentage of payments that are processed using electronic data interchange (EDI). EDI payments are payments that are sent to Idaho Power Company electronically.

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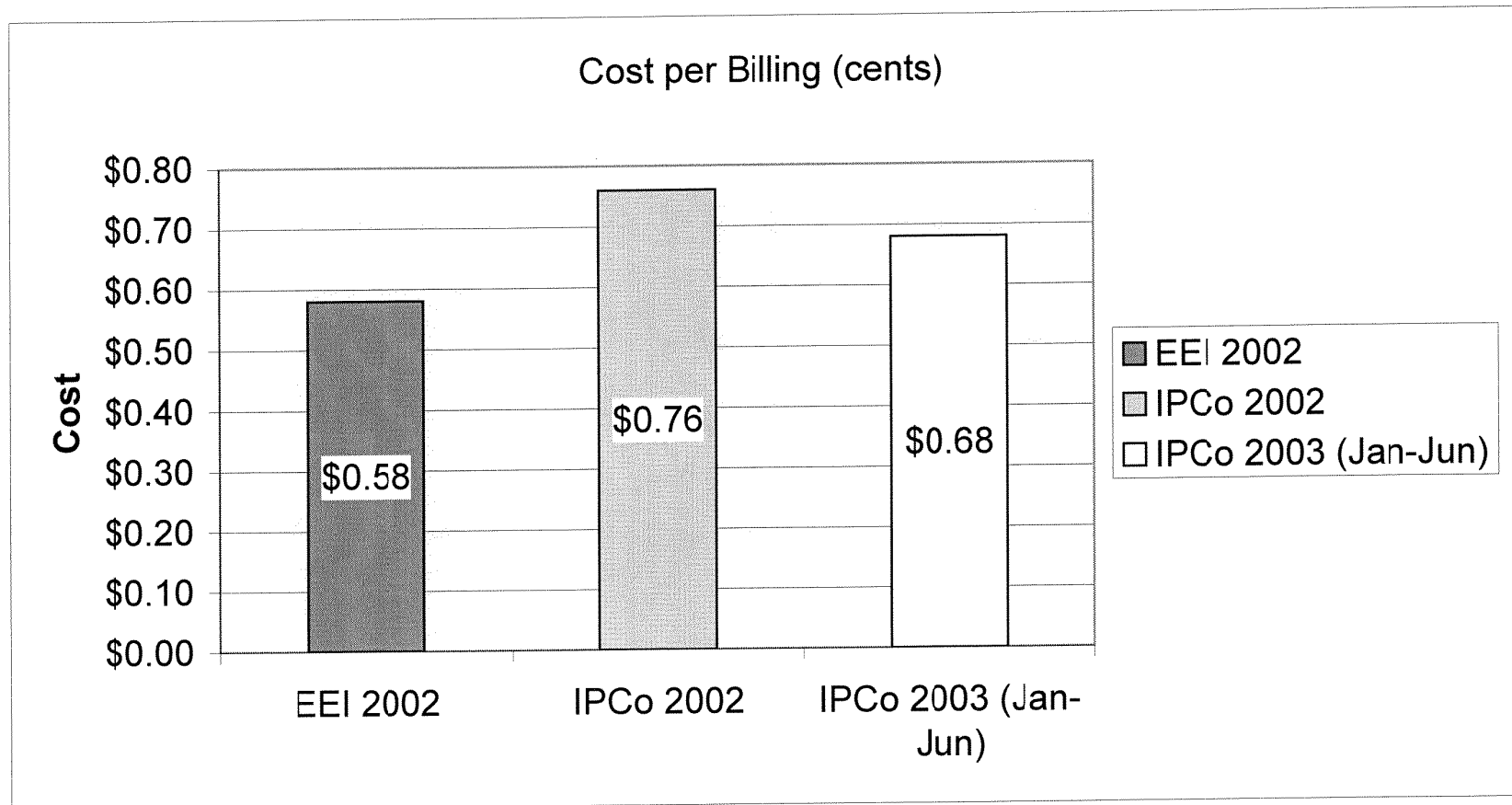
Percentage of payments by Check-by-Phone/Credit Card:

This graph depicts the percentage of payments that are processed using a check-by-phone or credit card. Idaho Power Company uses a third party to process these payments. This is a relatively new payment option. Additionally, customers pay a fee to our third party to process these payments.



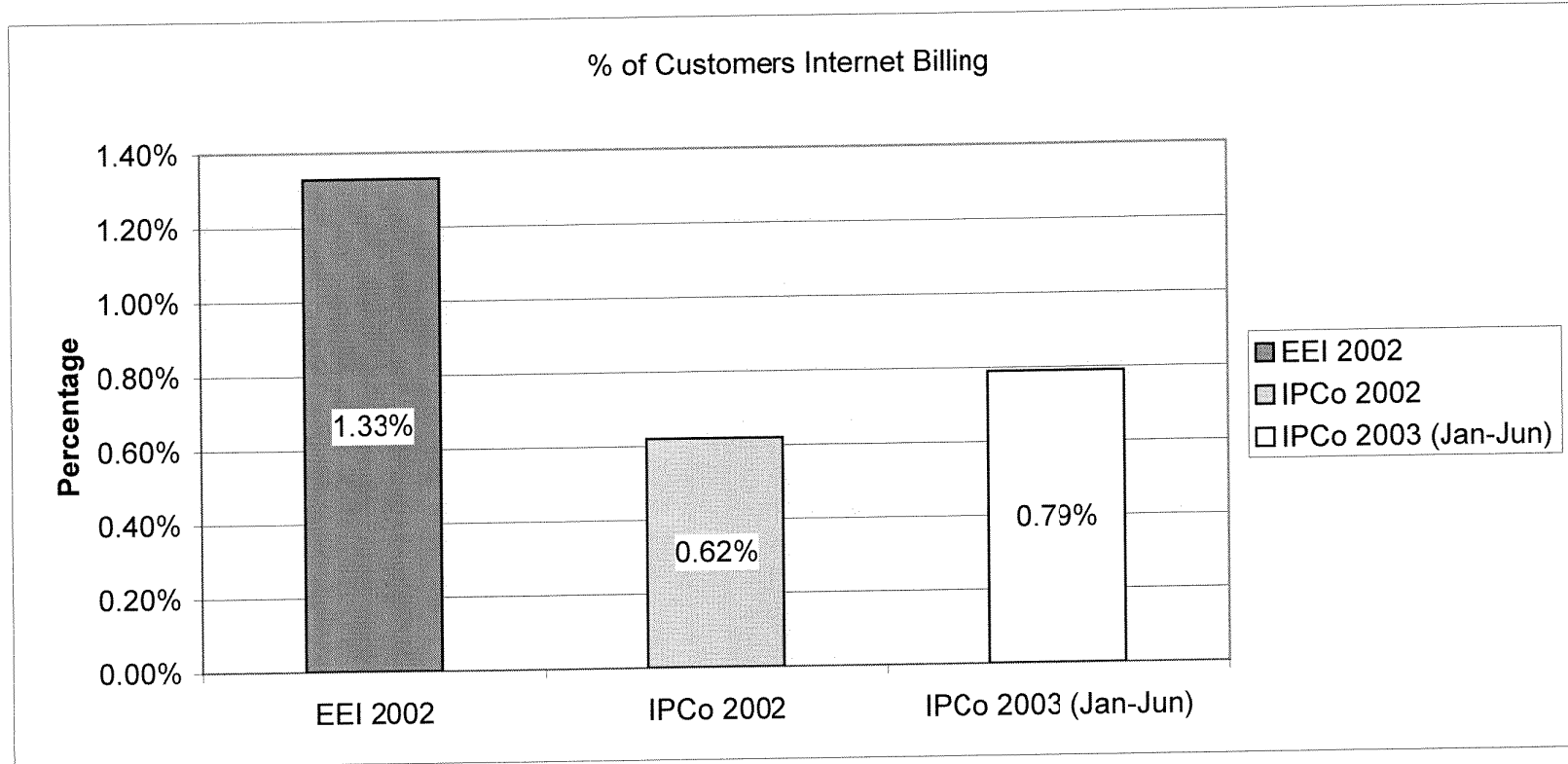
Percentage of payments mailed in or placed in company owned drop boxes:

This graph depicts the percentage of payments that are processed by Idaho Power's internal Cash Remittance Department. On a cost basis, internally processing payments is very efficient for Idaho Power Company.



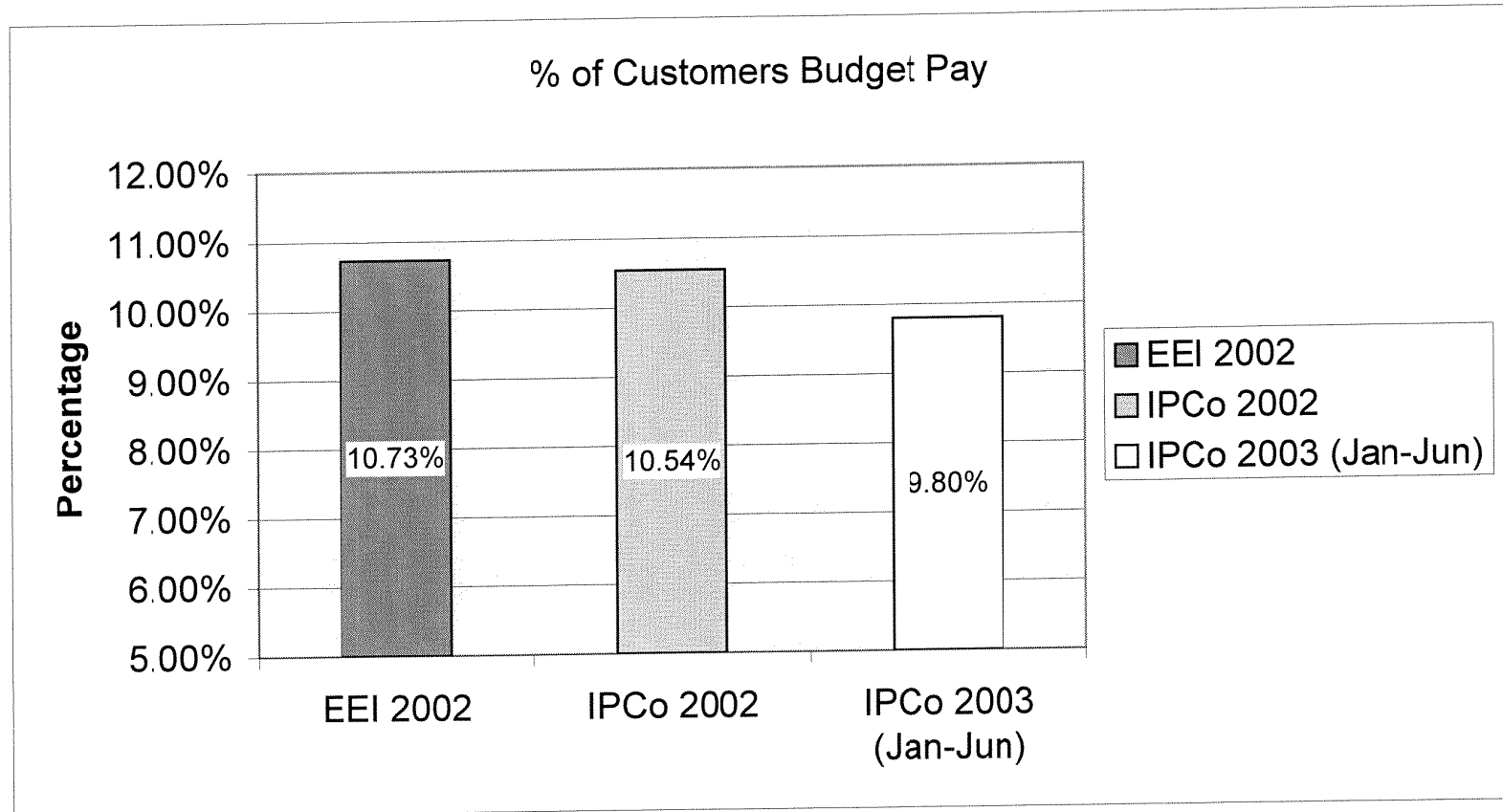
Cost per billing:

This graph depicts the O&M costs associated with sending a bill to a customer. Idaho Power is in the process of reevaluating the vendor for our bill print process.



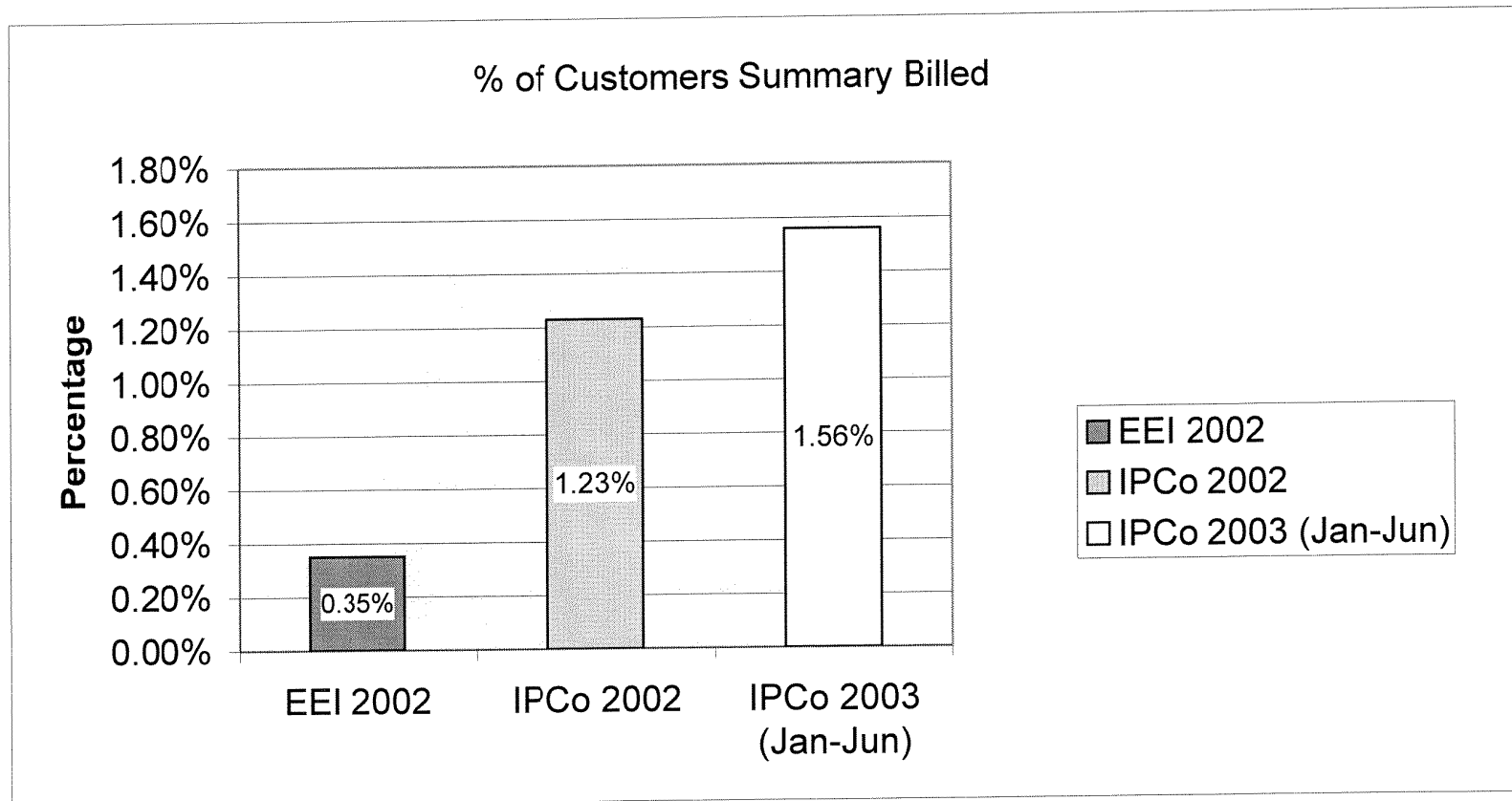
Percentage of customers using Internet Billing:

This graph depicts the percentage of customers that currently receive their bill in an electronic format. Idaho Power's bill print provider partners with Check Free to offer this option to our customers. Idaho Power is in the process of expanding our web presence. An expanded web presence will increase the number of customers that use the Internet to receive their bill.



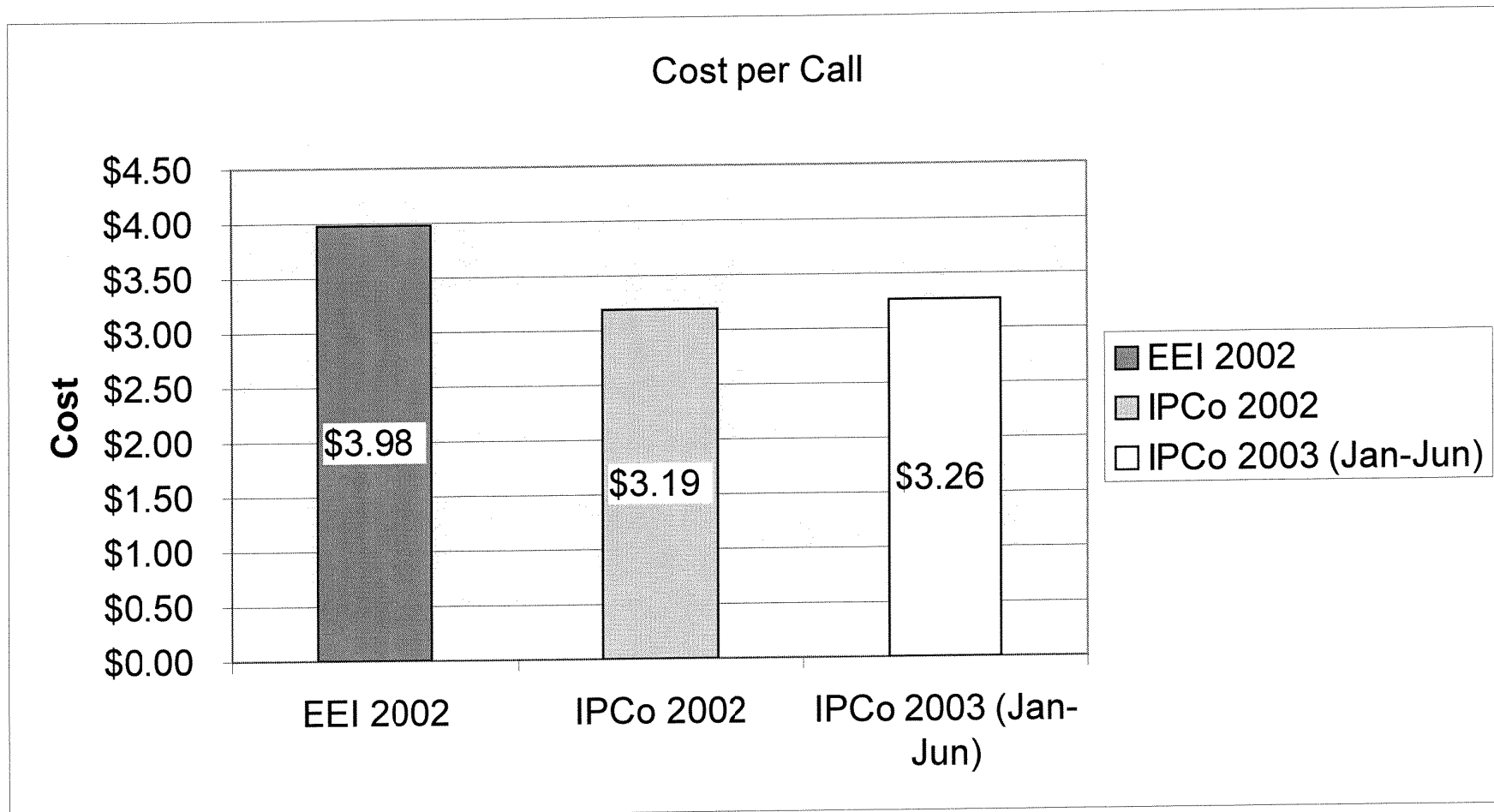
Percentage of customers on Budget Pay:

Budget Pay allows customers to pay a fixed amount per month. The monthly amount is based on the average of their last 12-month bills. Budget pay is reviewed on an annual basis to reflect a customers true consumption.



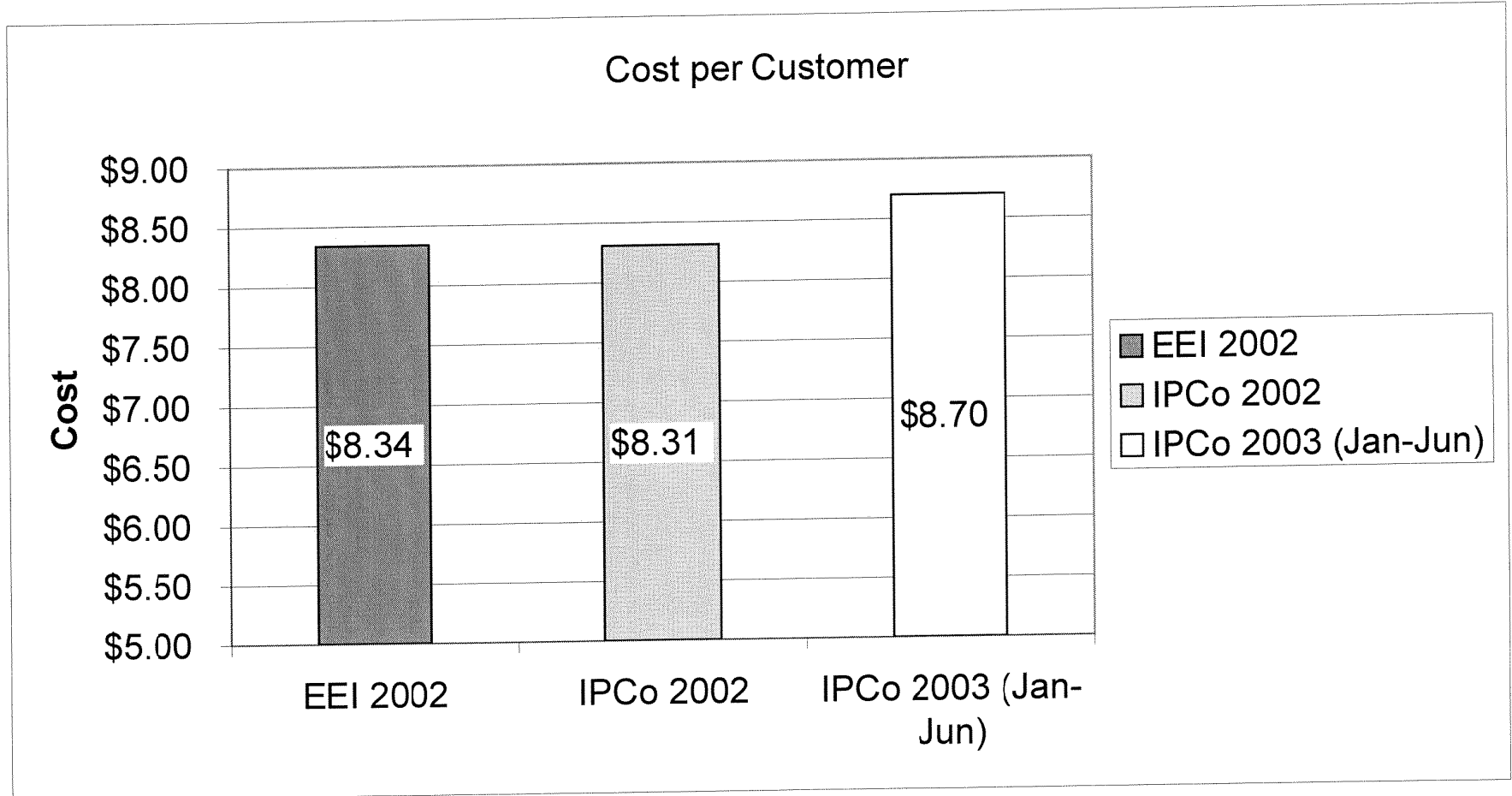
Percentage of customers on Summary billing:

Summary billing is an option for customers that have more than one service agreement. Idaho Power's billing system has the ability to combine multiple service agreements for a single customer. The net affect is that a customer will receive one monthly billing statement for multiple service points.



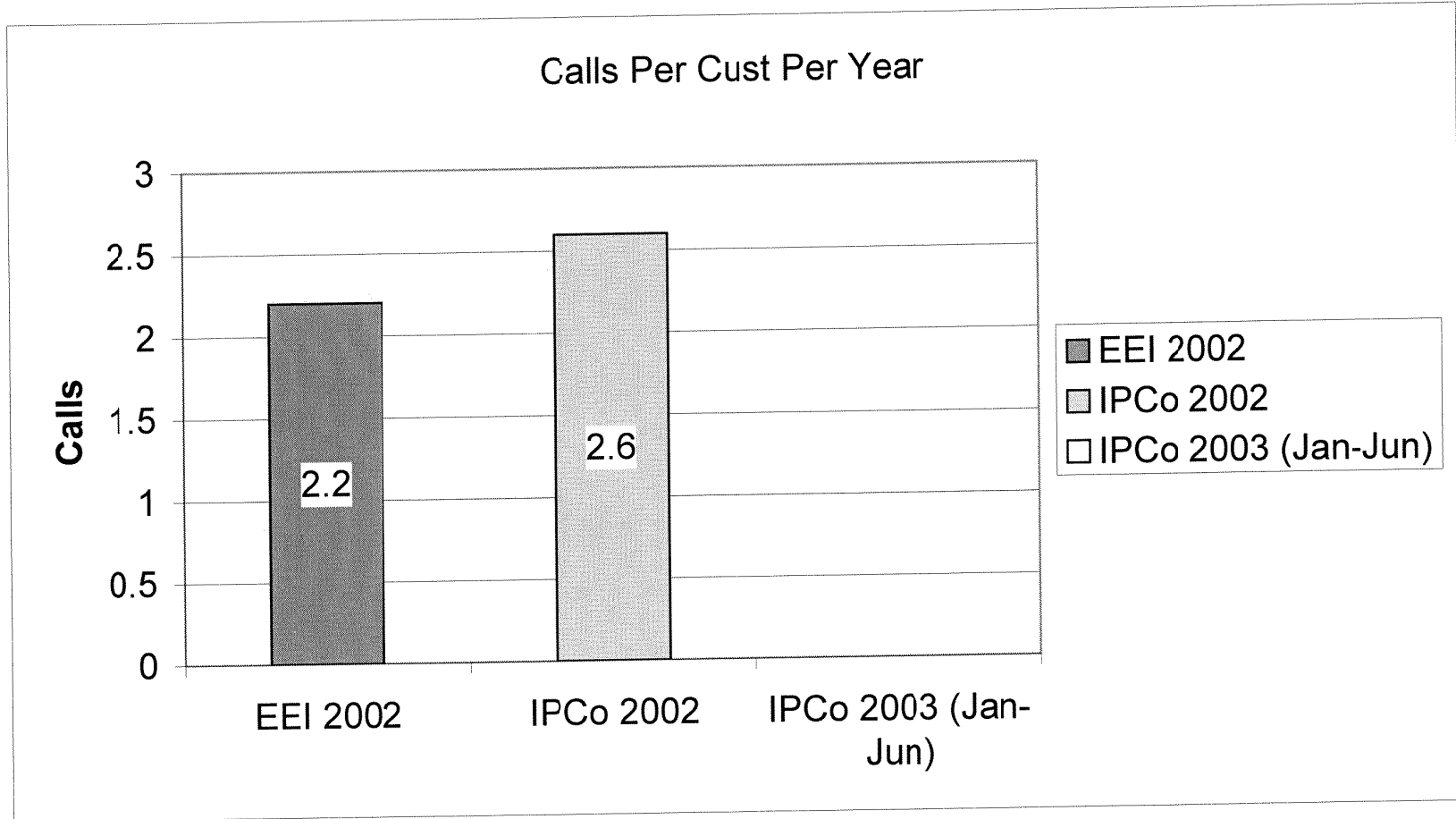
Cost per Call:

This graph depicts the average O&M costs associated to handle an inbound customer call.



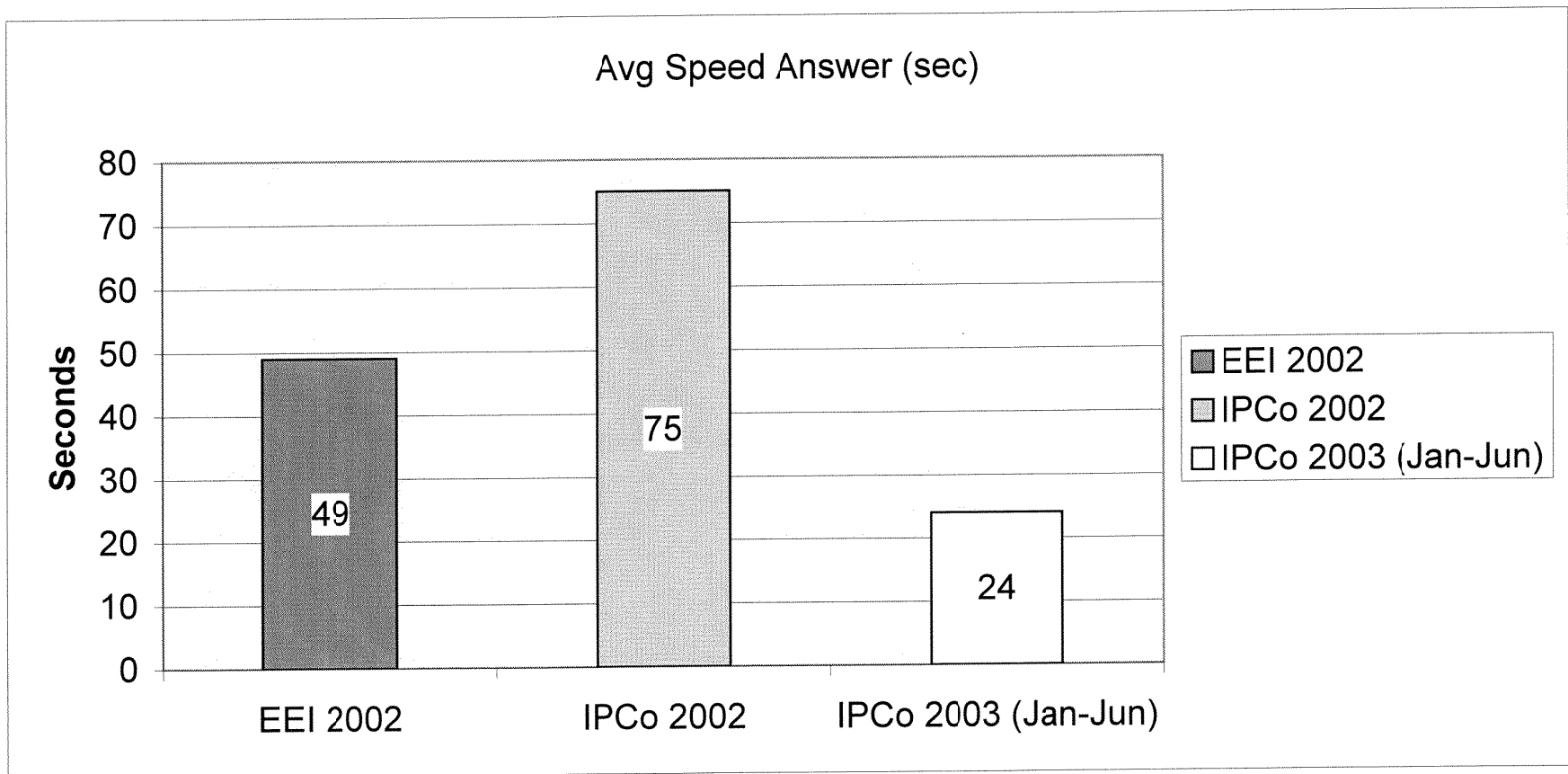
Cost per Customer:

This graph depicts the annual average cost per customer for customer service functions.



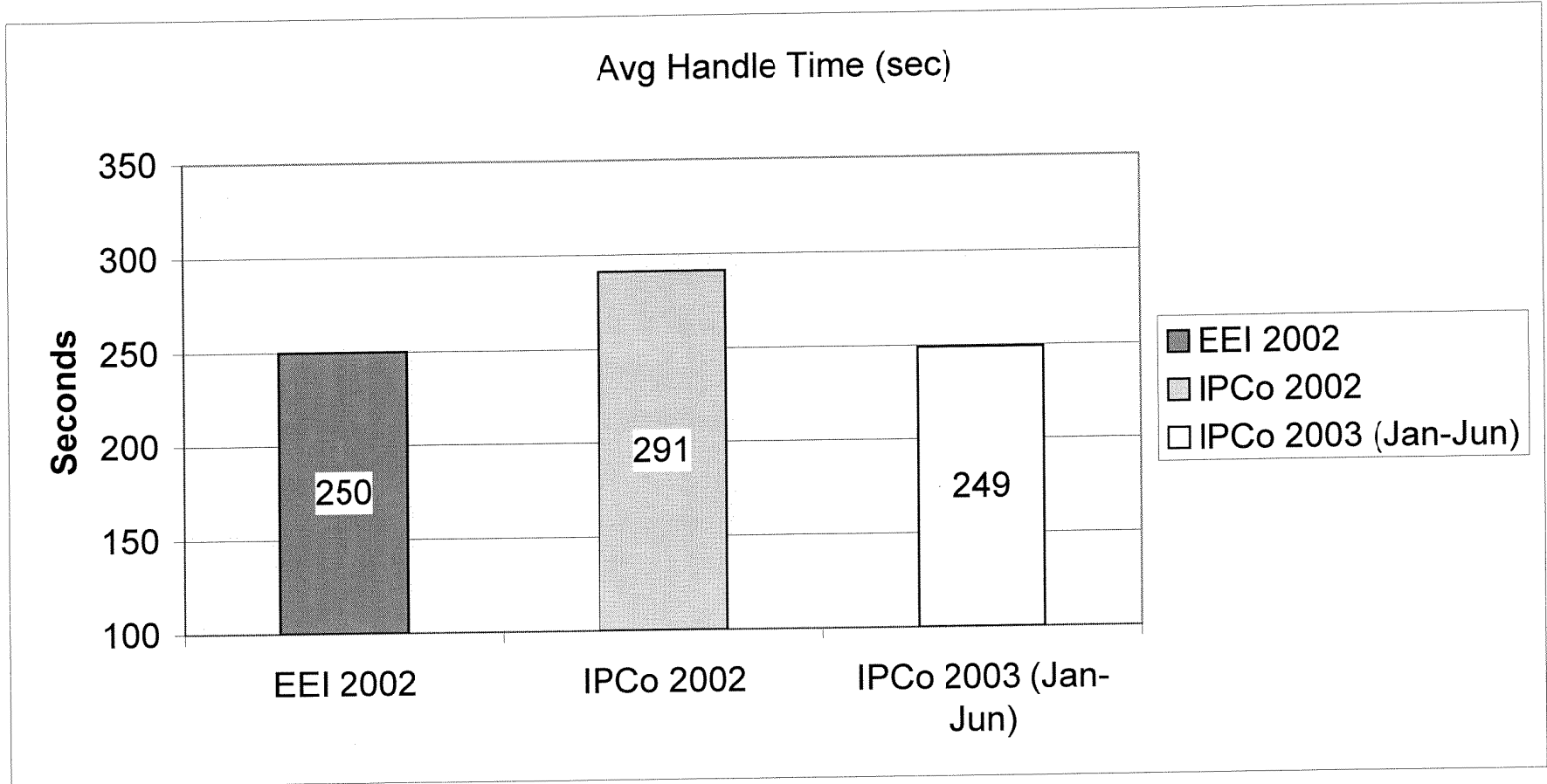
Calls per Customer Per Year:

This graph depicts the average number of times a customer will contact us by phone in a year.



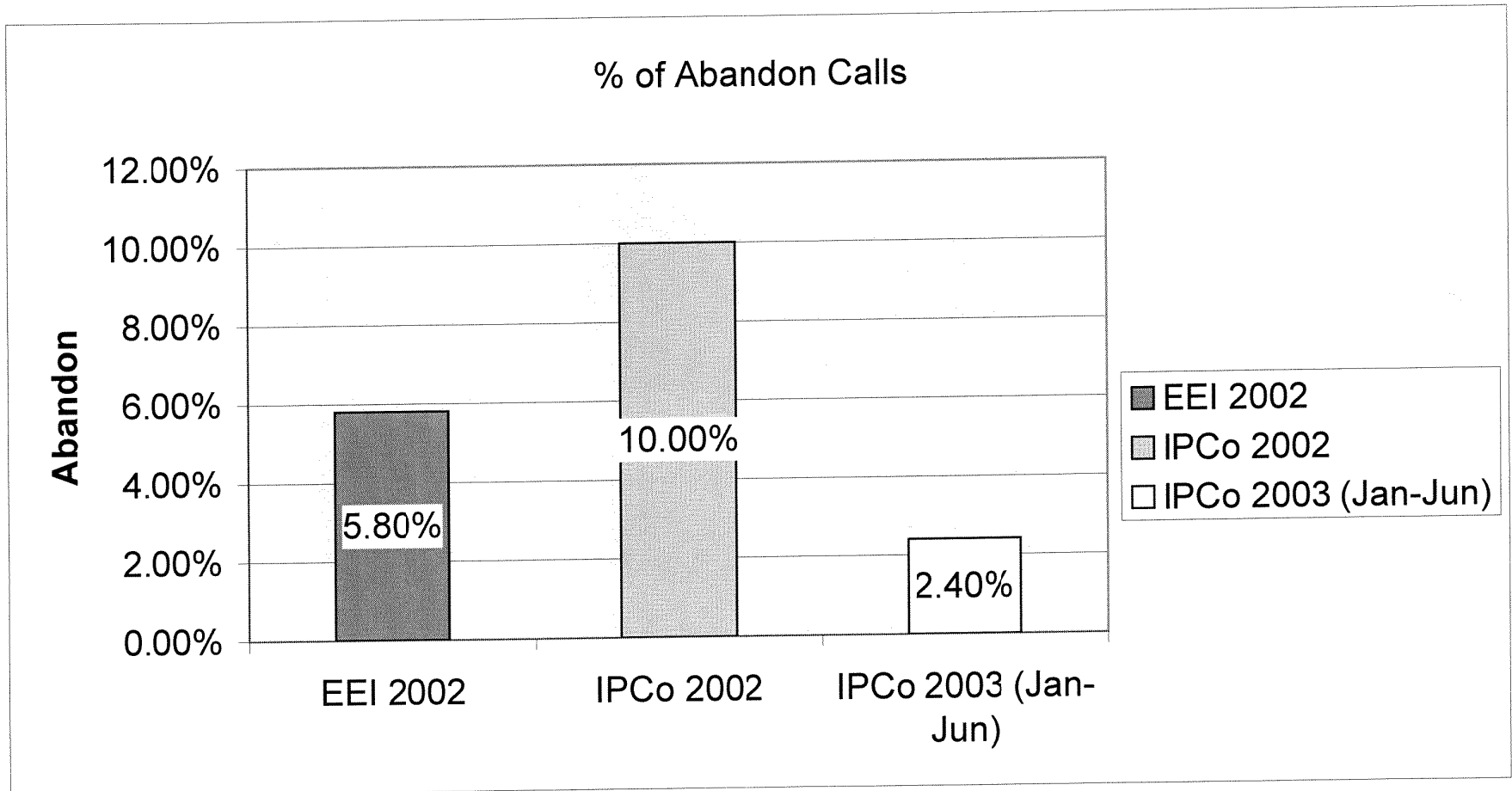
Average Speed of Answer:

Average speed of answer is a standard call center metric that measures the average time (in seconds) a customer waits to talk to a CSR. The measure starts from the time an inbound call is queued, until the call is answered by a CSR.



Call Handle Time:

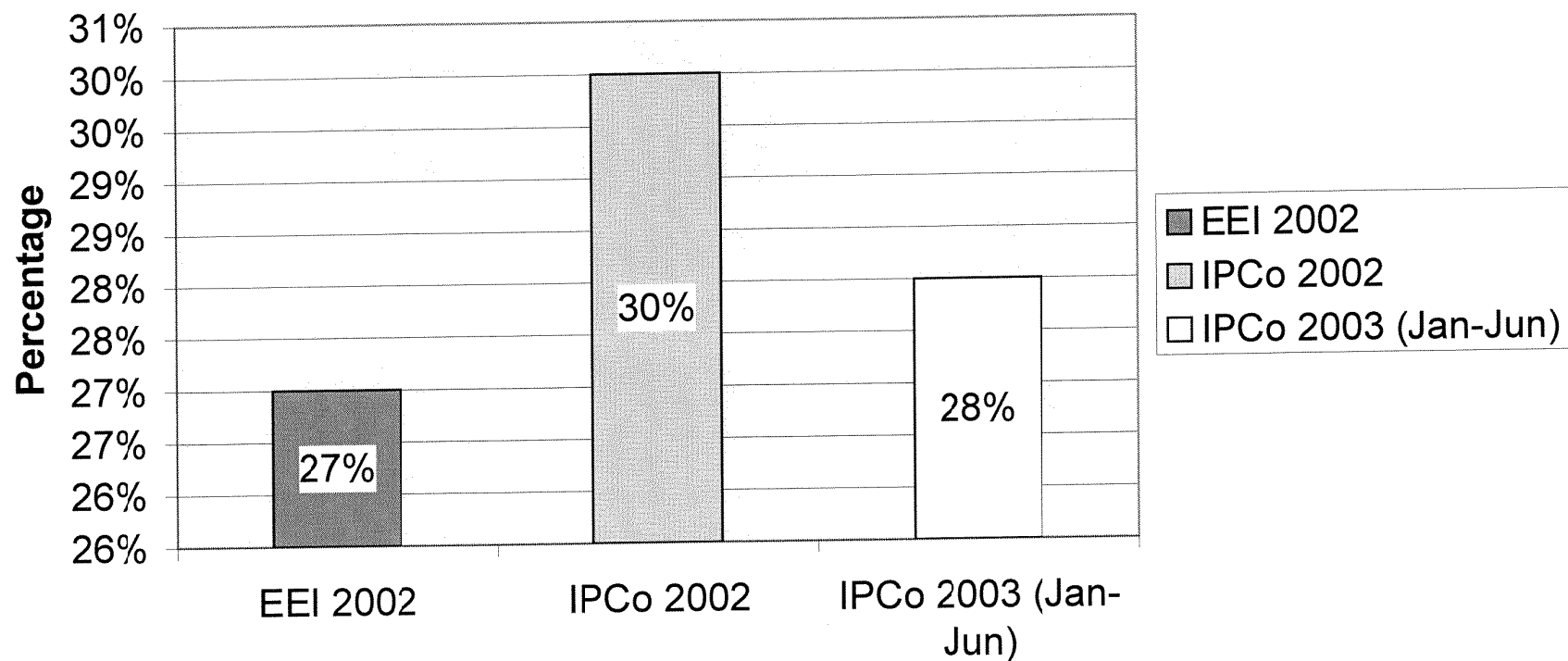
Call handle time is a standard call center metric that measures the total length of an inbound call in seconds. Handle time is defined as both the time spent on the phone with the customer and any time spent completing the work after the customer has hung-up.



Percentage of abandoned calls:

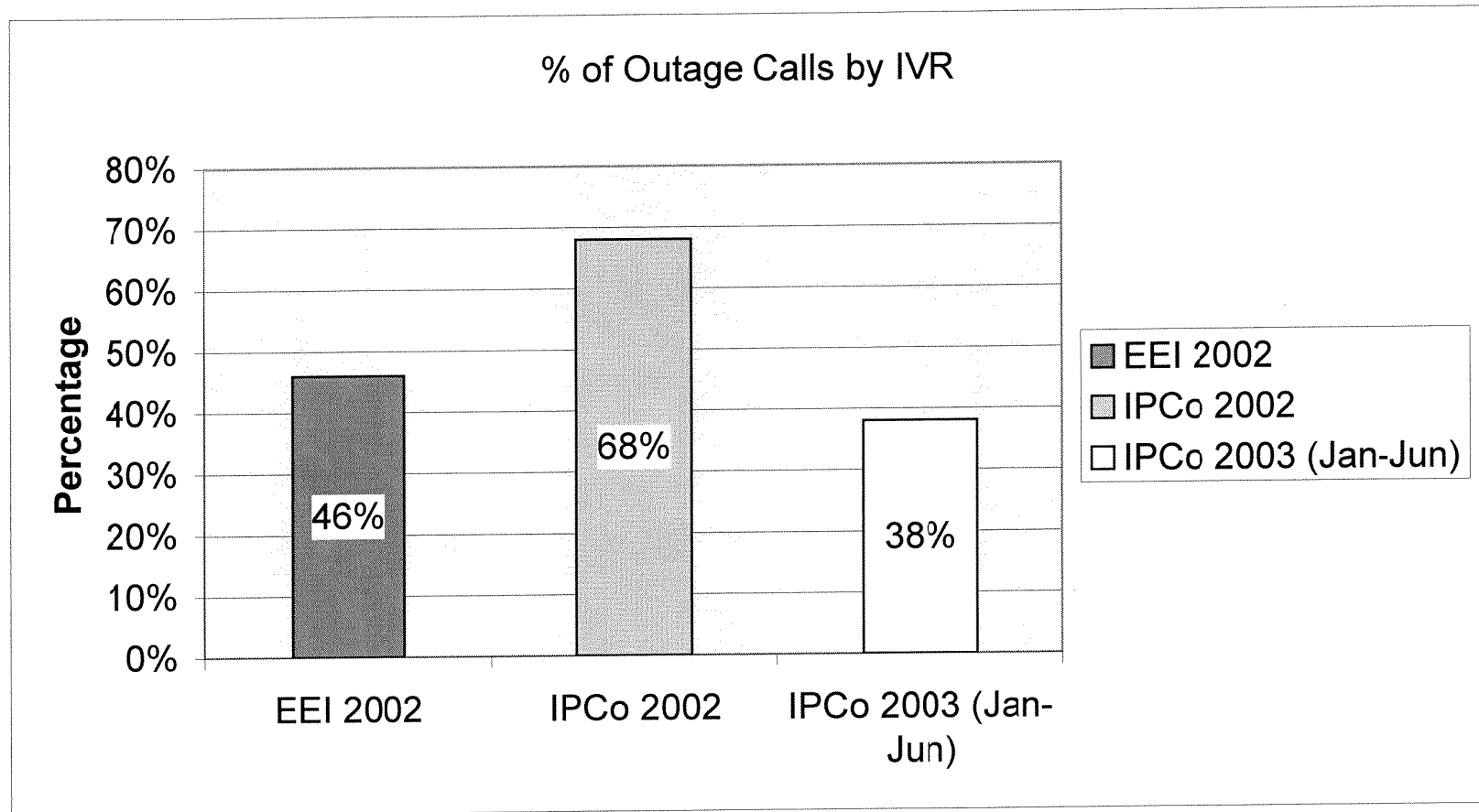
Inbound customer calls are considered abandoned when the call hangs-up before being answered by a CSR.

% of Overall Calls by IVR



Percentage of overall calls by IVR:

This graph depicts the percentage of calls that are handled by Idaho Power's interactive voice response unit (IVR).

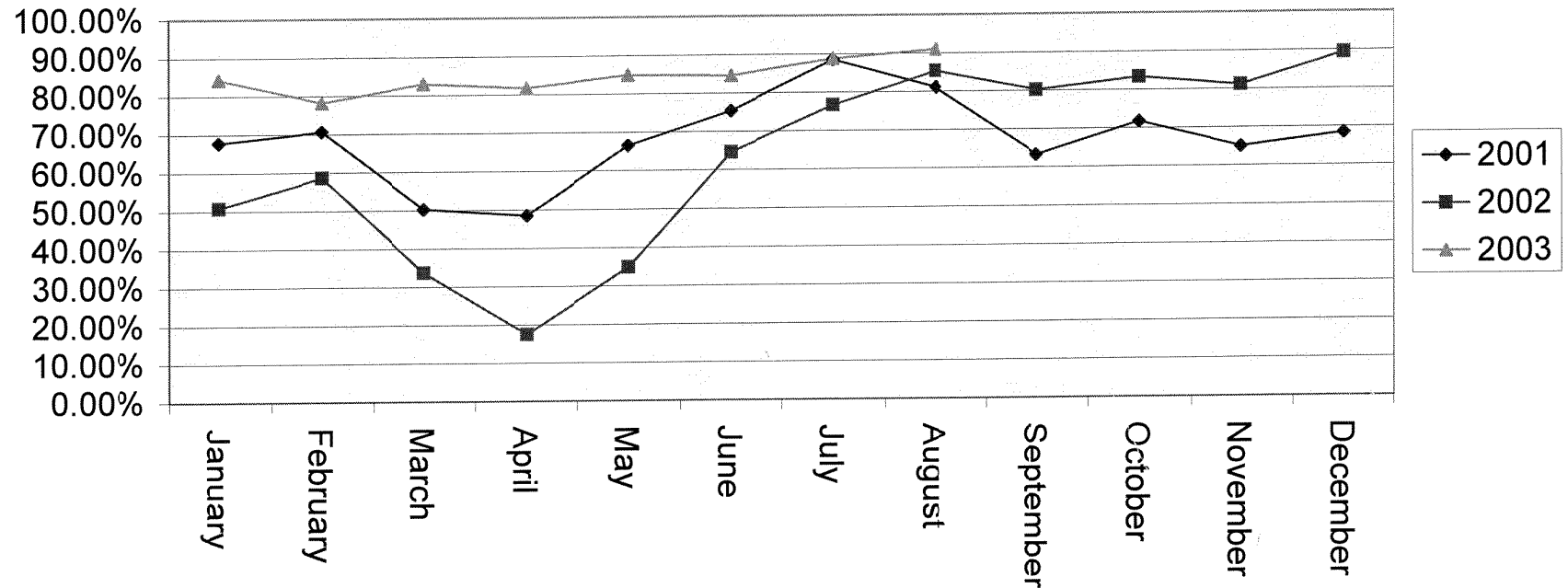


Percentage of outage calls by IVR:

This graph depicts the percentage of outage calls that are handled by Idaho Power's IVR.

Service Level

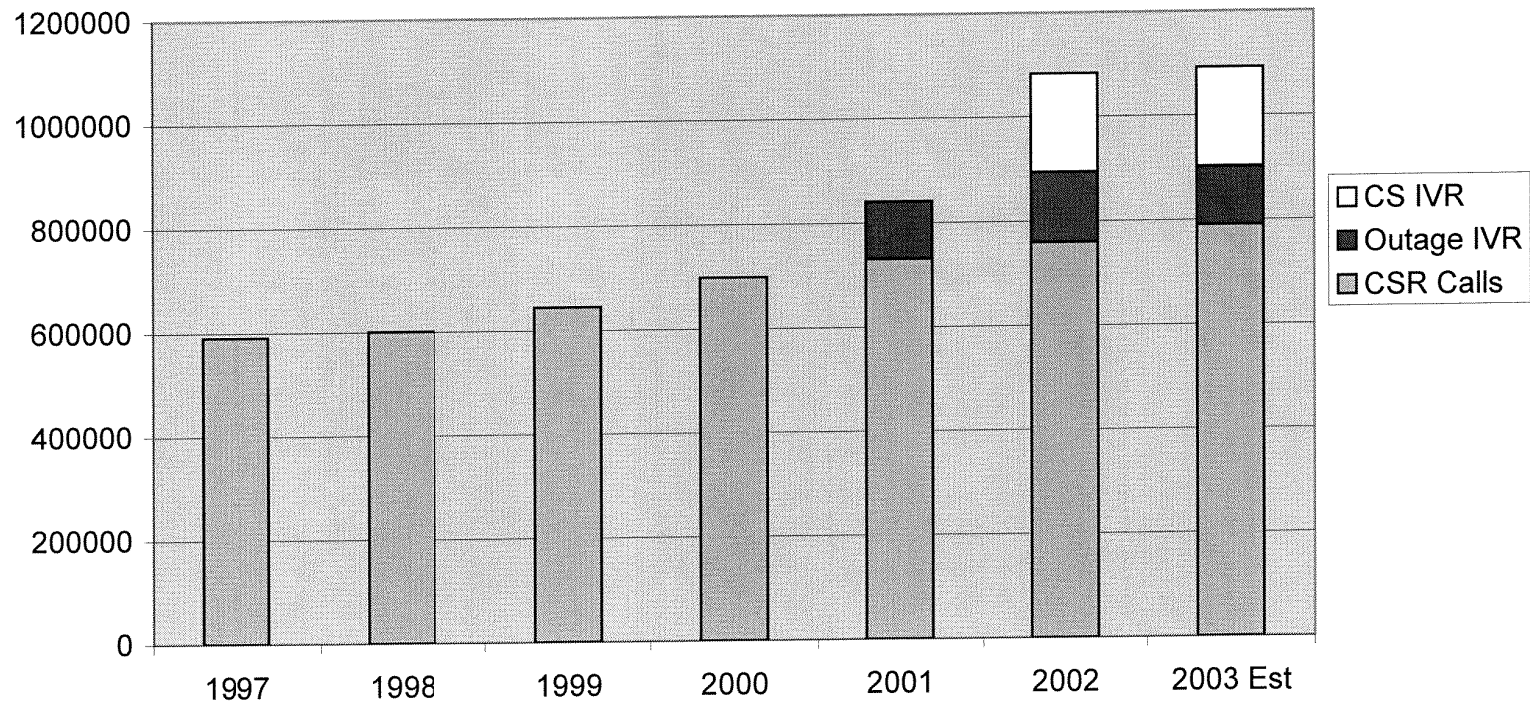
Calls Answered in 30 Seconds



Service Level:

Service Level is a standard call center metric that measures the percentage of inbound calls that are answered within a certain time frame. Idaho Power Company has an internal goal of answering 80 percent of our inbound calls within 30 seconds.

Historical Call Volume

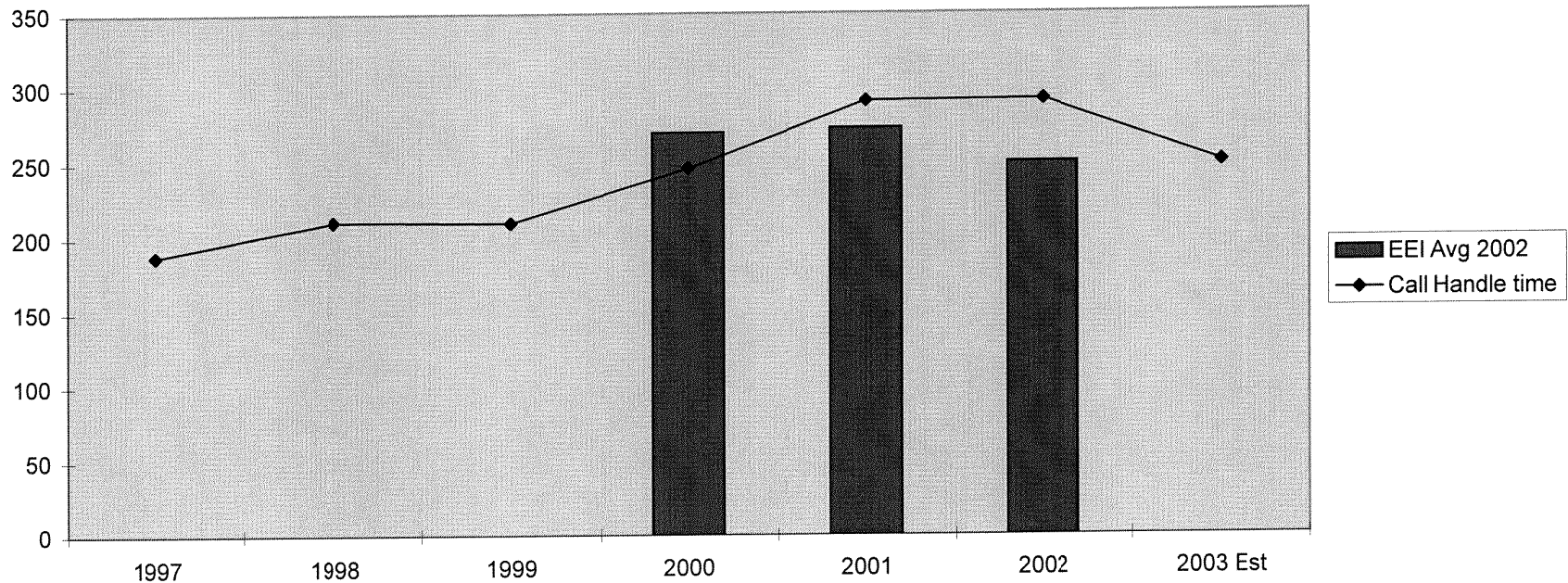


Historical Call Volume:

The number of inbound customer calls that are received by Idaho Power Company.

Call "Handle Time" Comparison

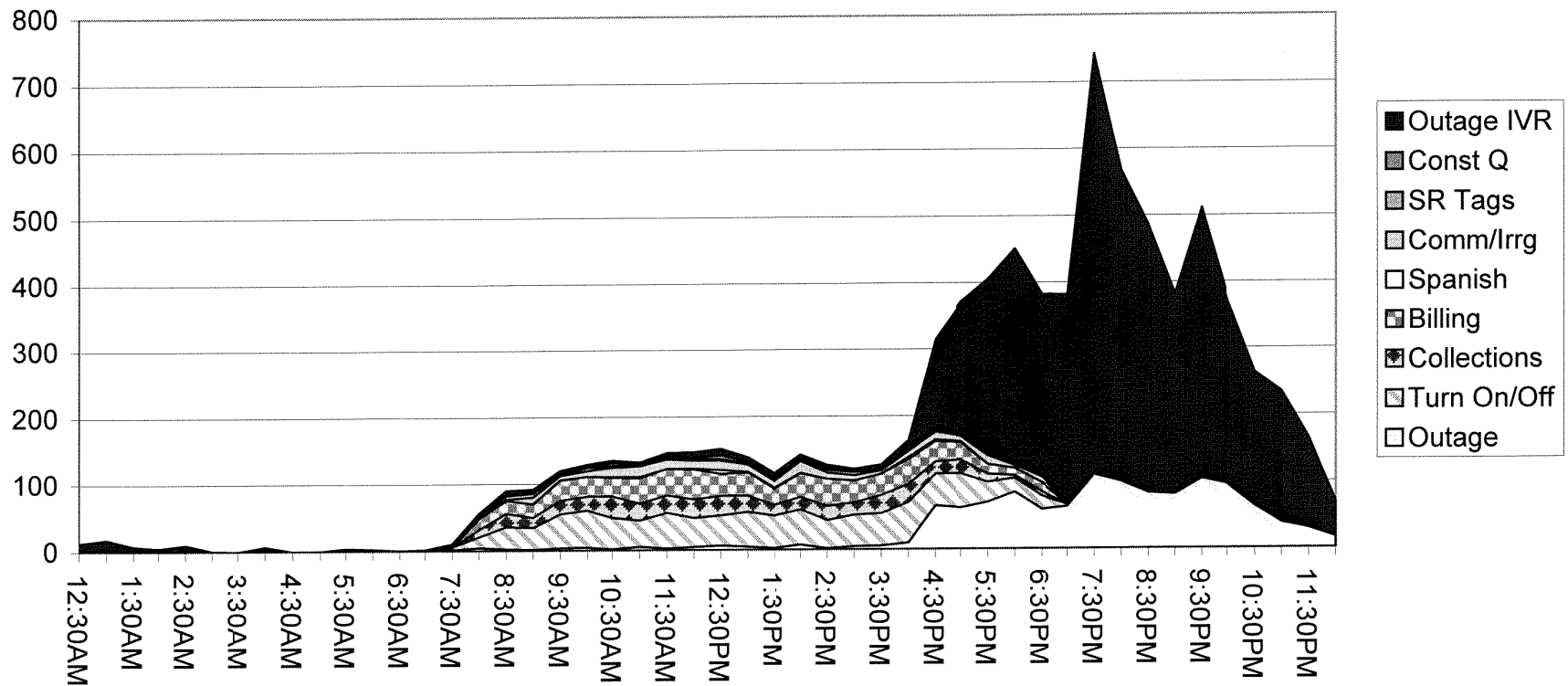
Talk + After Talk in Seconds



Call Handle Time:

Call handle time is a standard call center metric that measures the total length of an inbound call in seconds. Handle time is defined as both the time spent on the phone with the customer and any time spent completing the work after the customer has hung-up.

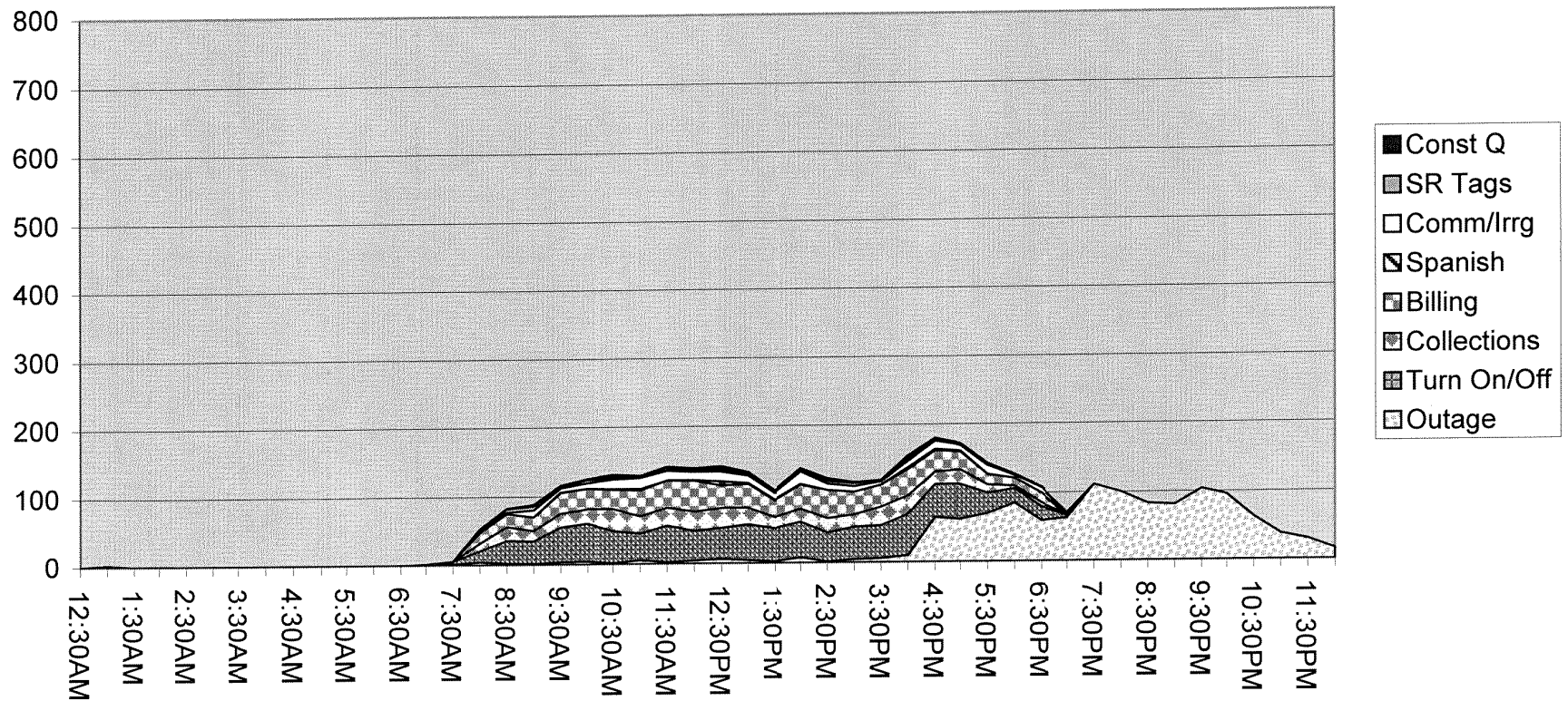
Time Call Analysis (w/Outage IVR)



Call Volume by time with outage IVR:

This graph depicts the call volume during a day (in half-hour increments) that is handled by both CSRs and our Interactive Voice Response Unit (IVR). This graph also shows the type of calls that are received.

Call Time Analysis



Call Volume by time:

This graph depicts the call volume during a day (in half-hour increments) that are handled by a CSR. This graph also shows the type of calls that are received.